

Introduction

General

The United States is host to diplomatic and consular representatives from a large number of foreign nations. Including personnel associated with various international organizations, the United States has in its territory a larger number of persons entitled to some degree of diplomatic privileges and immunities than any other country. The Department of State seeks to ensure that the privileges and immunities of such persons are respected.

Within the Department of State, the responsibilities for the administration of relations between the United States and the various foreign missions is divided between the Office of Protocol (Protocol) and the Office of Foreign Missions (OFM). Protocol's responsibilities include the recognition and accreditation of foreign diplomatic and consular personnel, as well as their immunities under international and domestic law. OFM is responsible for the extension of diplomatic and consular privileges such as tax exemptions, motor vehicle registration and drivers licenses, customs clearances, travel service, and acquisition of property and services. Under international and U.S. domestic law, reciprocity is the key to such courtesies. Reciprocity ensures that the degree of privileges and benefits extended to foreign missions and their personnel and family members so entitled who are assigned to official duty in the United States shall not exceed that which is extended to U.S. Missions personnel and entitled family members assigned to the particular foreign country.

Mission Liaison Officers

Members of the Office of Protocol and the Office of Foreign Missions are available to assist and respond to inquiries from the missions. However, in view of the large number of diplomatic and consular missions in the United States and the sizable community of mission personnel, it is not possible for these offices to receive inquiries from individual mission members. In order to avoid the complications which may arise from numerous callers, each mission is requested to designate one or two liaison officers and to ensure that contacts with the Offices of Protocol and Foreign Missions are made through them.

Telephone Inquiries

If there are any questions that cannot be resolved by the OFM Customer Service Center or a Regional Office, please call the number listed on the following page that most closely identifies your area of concern.

Frequently Called Numbers

Consular Officers and Employees	(202) 647-4005
Customs	(202) 895-3500
Department of State Operations Center	(202) 647-1512
Administrative and Technical Employees	(202) 647-1405
Diplomatic Officers	(202) 647-1664
Diplomatic Security Command Center	(202) 647-7277
Diplomatic Security Protective Liaison	(202) 895-3600
Embassy and International Organization Employees	(202) 647-1405
Expedited Port Clearance	(202) 647-4074
Gasoline Tax Exemption	(202) 895-3500
Identification Cards	(202) 895-3627
Motor Vehicle Registration	(202) 895-3500
Drivers License	(202) 895-3500
Motor Vehicle Insurance	(202) 895-3500
Motor Vehicle Reciprocity	(202) 895-3500
Property	(202) 647-4554
Sales Tax Exemption Reciprocity and Policy	(202) 895-3500
Sales Tax Card Application and Production	(202) 895-3500
The Hospitality and Information Service	(202) 232-3002
Travel	(202) 647-5742
Utility Tax Exemption	(202) 895-3500

If a state is not included in the listing on the following page, it is served by the Washington, DC office. See the list of telephone numbers above.

Regional Offices

The Office of Foreign Missions maintains six regional offices located in Chicago, Houston, Miami, Los Angeles, New York, and San Francisco. Consular and UN missions that are located in a region served by a regional office should contact that office for assistance with service and benefits for its mission members. Below are the telephone numbers, operating hours, and states served by each regional office.

Chicago Regional Office
Office of Foreign Missions
U.S. Department of State
77 W. Jackson St., Room 2122
Chicago, IL 60604-1503

Telephone (312) 353-5762
Hours: 8 a.m. – 4:45 p.m.
Region includes the following states: Illinois, Indiana, Iowa, Michigan, Minnesota, Missouri, Ohio, Wisconsin

Houston Regional Office
Office of Foreign Missions
U.S. Department of State
to be determined
Houston, TX

Telephone (713) 437-5289
Hours: 8 am – 4:45 pm
Region includes the following states: Arkansas, Colorado, New Mexico, Oklahoma, Texas, Louisiana, Kansas, Nebraska (**Note:** this office is not fully operational. Missions located in these states should submit their requests through their embassies in Washington, DC until further notice.)

Los Angeles Regional Office
Office of Foreign Missions
U.S. Department of State
10920 Wilshire Blvd., Suite 1820
Los Angeles, CA 90024

Telephone (310) 235-6292
Hours: 8 a.m. – 4 p.m.
Region includes the following states: Arizona, California (southern half with telephone area codes 209, 408, 619, 714, 805, 818), Nevada, Utah

Miami Regional Office
Office of Foreign Missions
U.S. Department of State
95 Merrick Way, Suite 505
Coral Gables, FL 33134

Telephone (305) 442-4943
Region includes the following states: Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina, Tennessee, West Virginia, the Commonwealth of Puerto Rico, and the U.S. Virgin Islands

New York Regional Office
Office of Foreign Missions
U.S. Department of State
866 UN Plaza, Suite 265
New York, NY 10017-1811

Telephone (212) 826-4500
Hours: 8:30 a.m. – 5 p.m.
Region includes the following states: Connecticut, New York, Maine, Massachusetts, New Hampshire, New Jersey, Pennsylvania, Rhode Island, Vermont

San Francisco Regional Office
Office of Foreign Missions
U.S. Department of State
201 Mission St., Suite 2220
San Francisco, CA 94105

Telephone (415) 744-2910
Hours: 8:30 – 5 p.m.
Region includes the following states: Alaska, California (northern half with telephone area codes 415, 707, 916) Hawaii and the U.S. Territories in the Pacific, Idaho, North Dakota, Oregon, South Dakota, Washington

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